

ORGANIZATIONAL EXCELLENCE

Continuity of Operations



Federal Aviation
Administration

FY 2009 Performance Target

"Exceed Federal Emergency Management Agency (FEMA) continuity readiness levels by 5 percent."

Flight Plan Objective and Performance Target

Objective 5: Enhance our ability to respond to crises rapidly and effectively, including security-related threats and natural disasters.

Performance Target: Exceed Federal Emergency Management Agency continuity readiness levels by 5 percent.

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009 ¹
Target	N/A	N/A	N/A	N/A	5% ahead of requirements
Actual	N/A	N/A	N/A	N/A	

¹ New measure in FY 2009. No data are available for prior years.

Definition of Measure

Unit of Measure: This measure tracks FEMA continuity readiness levels as measured by activation response time. The unit of measure is the number of hours within which the FAA is fully operational at the continuity facility after notification of a FEMA readiness level change. If required, this measure will also include the number of hours within which, after achieving a readiness level change, the FAA must attain the next higher readiness level.

Computation: The amount of time in which the FAA achieves readiness levels ahead of FEMA requirements is expressed as the percentage difference between the actual time and the requirements. The number of hours within which the FAA becomes fully operational, based on a readiness level in response to an event, is subtracted from the FEMA target, and the difference is then divided by the target. The result is then multiplied by 100 to convert it to a percentage.

Formula:
$$\frac{\text{Actual Time to Achieve FAA Readiness} - \text{FEMA Target}}{\text{FEMA Target}} \times 100$$

Scope of Measure: This measure tracks responses to changes in continuity readiness levels in the National Capital Region, only, as ordered by FEMA. To maintain proficiency, it also includes training and drills.

Why the FAA Chooses this Measure

Achieving readiness levels earlier than FEMA requires demonstrates to other federal agencies and the public that the FAA stands ready to respond in a timely fashion to any issue or event. Use of this measure provides a clear measurable objective for the FAA.

Readiness levels are established and designed to place departments and agencies in a readiness posture that will ensure minimal disruptions, if any, in functions that are essential to its mission.

Source of the Data

Readiness level attainment results are recorded in a timeline table that is maintained by the Office of Emergency Operations (AEO-200) at FAA Headquarters and at the continuity facility. The timetable records participation in attaining readiness levels by AEO-200, the Lines Of Business (LOBs), and other Staff Offices (SO). The timeline for receipt of information is based on the readiness level attainment requirement timeline as defined by AEO-200. Data reports are available daily or as required. Once readiness levels have been achieved a readiness level report is sent to the appropriate internal or external department, organization, or

agency. The documentation (timeline table) for this measure is obtained from AEO-200. AEO-200 is responsible for maintaining and ensuring completeness of the records.

Statistical Issues

No obvious statistical issues are identified. Reporting is strictly based on physical presence, email, and/or telephonic reporting on the specific time of achievement of identified objectives. No known external factors impact measurement results.

Completeness

The collected data defines whether or not a readiness level has been achieved. AEO-200 establishes a specific timeline for achievement of objectives then polls/observes/records, via checklists and/or sign-in sheets, LOB and SO arrival times (if appropriate for readiness level) at the continuity facility and/or task completions times. If a required LOB or SO does not arrive at the facility and/or complete a required task, within the specified timeframe, a member from AEO-200, prior to expiration of allotted timeframe, contacts the appropriate LOB for a status update on progress or for corrective action. The achievement objective responses on the checklists are simple yes or no; the objective was either achieved or not achieved.

To fully document achievement or non-achievement of objectives, findings are recorded by name, organization of participant, and time of arrival or completion of tasks. Possible limitations to data collection and achievement results are directly tied to AEO-200, LOB's, and SO's. However, to ensure accuracy and to fairly depict achievement or non-achievement of objectives, if a participant organization fails to report to the facility and/or complete a required task and AEO-200 is unable to contact the participant organization to resolve the issue, that objective is not achieved and the agency does not attain the desired readiness level. Once readiness levels have been achieved a readiness level report is sent to the appropriate internal or external department, organization, or agency.

Reliability

Measures are reliable and random factors are removed through use of simplified response requirements. Objectives are clearly defined and responses to inquiry about achievement of objectives are simple yes or no answers. This approach eliminates subjectivity.